

COMMONWEALTH PORTS AUTHORITY
Position Description

RECEPTIONIST/SECRETARY

Code 110

Nature of Work

Responsible for handling incoming and outgoing communication including telephone calls and messages, and performing secretarial work directly involving the activities of management and administrative staff.

The employee in this class is responsible for handling incoming telephone calls and messages or documents and performing various secretarial work involving the administrative activities of the Executive Director, Deputy Director and other staff members of management. Assignment or instruction is received from the Office Manager and/or Executive/Board Secretary II.

Examples of Duties (Illustrative)

1. Reviews correspondence, reports and other documents to determine the proper disposition.
2. Records incoming or outgoing important documents and/or instruments in log sheets or similar record as required by management, i.e. fax sheets, checks, bids, payments, certified letters, reports, packages by courier.
3. Handles incoming and outgoing phone calls, fax sheets and messages efficiently.
4. Promptly handles incoming phone calls and fax documents as instructed by the supervisor.
5. Greets visitors or guests and promptly refers to the appropriate CPA staff.
6. Accepts and adjusts appointments for the Executive Director or Deputy Director and members of the management team and reports to him or her the nature of appointments, name and title of person (s), firm or agency and other pertinent information.
7. Assists in the preparation records and/or documents for meetings or conferences.
8. Brings important matters which might require priority handling to the attention of the appropriate staff accordingly.
9. Compiles, organizes and files records and documents systematically.
10. Implements approved filing system.
11. Follows performance standards and written procedures for both routine and non-routine work.
12. Maintains a high degree of confidentiality on records or information as specifically instructed by supervisor(s).
13. Responds to crisis or urgent situations, i.e. research of a specific record that is urgently needed, filing, compilation of data, preparation of references or material for meetings, documents to be reproduced or delivered to other agencies immediately.

Code 110 (continuation)

- 14. Assists in the activation and coordination of the Emergency Command Center.
- 15. Follows office procedures.
- 16. Performs other related duties as assigned.

Minimum Requirements of Work

- 1. General knowledge of Government and CPA operations.
- 2. Knowledge of CPA procedures.
- 3. General knowledge of general procedures, practice and techniques of secretarial work.
- 4. Ability to typewrite (50 wpm), use calculators and word processor applications with proficiency.
- 5. Ability to operate standard office machines, e.g. telephone system, fax machines, postage meter machines, photocopier and calculator.
- 6. Ability to be pleasant and courteous to visitors or guests of CPA.
- 7. Ability to use and communicate effectively in the English language both orally and in writing.
- 8. Ability to perform under pressure.
- 9. Ability to maintain high degree of confidentiality on records or information as specifically instructed by the supervisor.
- 10. Ability to establish and maintain a cooperative relationship with supervisors, employees and other personnel.

Minimum Qualifications

Graduation from high school (or G.E.D.) and two (2) years of experience in a secretarial or receptionist level.

Shall have no record of felony or criminal conviction.

Pay Range

- Pay Level: 5
- Minimum: \$706.26 Bi-weekly or \$8.83 per hour or \$18,362.70 (pay level 5/1).
- Maximum: \$1,207.94 Bi-weekly or \$15.10 per hour or \$31,406.45 (pay level 5/12).

Adopted by CPA Board on October 25, 1995.
Revised and Adopted by CPA Board on December 21, 2016.

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